WHAT IS CLAIMED IS

- A method of assessing the urgency of an incoming communication from an
 originator to a recipient implemented by a computer, said method
- 3 comprising,
- 4 maintaining a log of past incoming communications for said recipient, and
- upon receipt of said incoming communication, examining said log and
- based on previous communications from said originator, assessing said
- 7 urgency.
- 2. The method of claim 1, wherein said incoming communication comprises one of a facsimile transmission, an e-mail, a multi-media communication,
- an attempted telephone call, and a voice mail message.
- 3. The method of claim 1, wherein said examining comprises determining an interval since a last communication from said originator.
- The method of claim 1, wherein said examining comprises assessing a
 duration since any of said originator's communications have been
- 3 answered or returned.
- 5. The method of claim 1, wherein said assessing comprises calculating a numerical indicator of urgency including a number of received prior incoming communications from said originator in a time interval prior to receipt of said incoming communication.
- 1 6. The method of claim **5**, further comprising, in response to calculating an indicator having a value above a threshold, identifying said incoming communication as urgent to said recipient.
- 7. The method of claim **6**, wherein said incoming communication comprises an electronic mail message, and said identifying comprises modifying said electronic mail message to identify it as urgent.

- 8. The method of claim **6**, wherein said identifying comprises notifying a device associated with said recipient of said incoming communication.
- 9. The method of claim **1**, wherein said maintaining comprises recording a type of each of said past incoming communications.
- 1 10. The method of claim **9**, wherein said log stores a time of each of said past communications.
- 1 11. The method of claim **10**, further comprising maintaining records of outgoing communications by said user.
- 12. A computing device, comprising
- 2 a processor;
- computer readable memory in communication with said processor and storing application software adapting said processor, upon receipt of an incoming communication from an originator to a user to:
- examine a log reflecting past incoming communications for said user to assess an urgency of said incoming communication, based on past communications from said originator.
- 1 13. The computing device of claim **12**, wherein said log stores a time of each of said past communications.
- 14. The computing device of claim **13**, wherein said log stores an indicator of a communications type for each of said past communications.
- 1 15. Computer readable medium, storing processor executable instructions,
- 2 that when loaded at a computing device having access to a log of past
- incoming communications for a user, adapt said computing device to
- 4 examine said log to assess an urgency of a current incoming
- 5 communication from an originator to said user, based on past incoming
- 6 communications from said originator.